

Children's homes inspection - Full

Inspection date	12/01/2016
Unique reference number	SC016697
Type of inspection	Full
Provision subtype	Children's home
Registered person	Chances CCFSS Limited
Registered person address	3 Fairview Court, 119-127 Fairview Road, CHELTENHAM, Gloucestershire, GL52 2EX

Responsible individual	Linda Wall
Registered manager	Linda Wall
Inspector	Nicola Lownds

Inspection date	12/01/2016
Previous inspection judgement	sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceed the standards of good. The work of the manager and the staff team contributes to significantly improved outcomes for children and young people who need help, protection and care.	
How well children and young people are helped and protected	Outstanding
The impact and effectiveness of leaders and managers	Outstanding

SC016697

Summary of findings

The children's home provision is outstanding because:

- The registered manager uses effective reflective practice that extends to young people talking unequivocally about how their care makes them feel. Self-evaluation of care practice is common.
- The registered manager is a qualified therapist and part of the core care team. Young people benefit from her specialism as they can access therapy sessions with someone they trust.
- Young people's past experiences are central to each individual's placement plan that clearly details how they wish to be cared for. Extensive insight into young people's emotional well-being provides staff with knowledge to meet their needs well.
- The home's ethos helps young people to develop strong attachments with the staff who parent them. Staff recognise the difficulties young people have in establishing relationships. In time, young people make progress and learn to trust adults, which makes their placement successful.
- Staff go above and beyond to source appropriate education provision for young people. Bespoke education plans enable young people to integrate successfully back into school and start achieving academically.
- Young people work with staff to establish how they want support to manage their behaviour. Staff give praise and recognition when young people successfully control their feelings. Physical intervention only happens to prevent significant harm. Reflection with young people and staff after physical intervention is used is exceptionally good.
- Good quality relationships with families and professionals outside the home support young people in their placement. The registered manager keeps in frequent contact with families and professionals to share information about young people's progress. Professionals talk about the service with admiration. For example, a social worker said, 'I couldn't speak more highly of the staff team if I tried; they are incredibly caring and warm'.
- Staff support young people to maintain contact with family and friends. Visits take place in the home and young people have the opportunity to video call their family frequently.

- Young people grasp the opportunities made available to them to experience new things. Holidays, activities, using public transport, doing chores, all extend the quality of their daily lives.

Full report

Information about this children's home

The home is registered to provide care and accommodation for up to four young people with emotional and/or behavioural difficulties. The home provides bespoke care that incorporates therapy facilitated by the Registered Manager who has the suitable qualification and clinical supervision to do so. The home is owned by a small private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/03/2015	CH - Interim	sustained effectiveness
22/08/2014	CH - Full	Outstanding
27/01/2014	CH - Interim	Good Progress
01/10/2013	CH - Full	Outstanding
18/02/2013	CH - Interim	Good Progress
12/07/2012	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home	Outstanding
Young people settle quickly in this home and start to make ties to the local area. Stability starts to become a part of young people's lives which have previously been chaotic. Staff retention is high so young people become familiar with their carers and positive relationships develop. It is immediately apparent that staff really care about young people who live here. Affectionate hugs and appropriate physical contact are an example of this care when young people return from school. Praise comes naturally, with interest in young people's day and how they are feeling. Young people love Viny, the dog; they enjoy his comfort and find solace with him in times of need. The registered manager plans young people's care around their previous life experiences and acknowledges them as individuals with their own identity. Extensive information about young people and their emotional well-being is collected to bring these plans to fruition. Young people are empowered to talk about how they wish to be cared for; this level of consultation builds their self-esteem. Young people make progress in many ways and staff celebrate this with them. All young people are attending education with bespoke timetables and support from staff in the home. Some young people have a plan to increase their level of attendance; these steps forward are planned in consultation with them. 'Pupil of the week' certificates and education achievements are in the home for everyone to see. Young people present smartly in their school uniforms and photographs of their first day in their new schools are on display. Staff provide exceptional support to ensure that young people's health needs are met. Access to local services such as a doctor, dentist and optician are organised with routine check-ups. In addition, young people benefit from the registered manager's specialist skills as a qualified therapist. They choose how to access therapy; some is on a planned basis whereas others choose to access it as and when they want to. The registered manager is part of the core care team which facilitates this therapeutic approach. Integration to the local community is a future target for all young people. Staff want young people to make friends outside the home and opportunities to do this are increasing. All young people are now in education. Activities in the community include ice skating, cinema, the park, bowling and meals out. These are often used	

to celebrate an achievement. Some young people attend groups such as dance and rugby club. A passion for a certain football team is developing in the home; this creates some good dialogue and banter.

Young people and staff are enjoying Harry Potter DVD sittings to get through the whole series. Some young people have read the books and talk fanatically about them. They are all enjoying this group activity as a family unit. Photos of young people show them enjoying their holidays which included going on an aeroplane. This was a first for some of them.

Staff do exceptionally well at supporting young people to keep in touch with their families and other important people. Families are welcomed into the home; young people plan these visits which gives them a sense of control and results in everyone having fun. Some young people have re-connected with family members they have found difficult to see in the past. The use of video calling enables young people to keep in frequent contact and to see the progress their family is making.

Young people say, 'Staff look after us so well'. A parent said, 'There are no negatives. I have seen a big change for my son'.

	Judgement grade
How well children and young people are helped and protected	Outstanding
Staff work exceptionally hard to keep young people safe. The registered manager makes sure that the safeguarding policy is effectively implemented; staff are clear about their responsibility within this.. Sharing information about concerns with professionals to safeguard young people such as the Local Area Designated Officer (LADO) is given high priority. The approach to helping young people manage their own behaviour is excellent. Young people's views and emotions are at the forefront of their behaviour management plans. Strategies that young people want staff to use are clear and effective. Focus on de-escalation and positive reinforcement keeps negative behaviour incidents to a minimum. When young people become violent, staff use physical intervention to protect them from harm. Staff are trained in an approved technique and predominantly use a gentle approach to reassure young people. Young people are involved in planning and agree with these strategies. The debrief following an incident and physical intervention is exceptional. Young people are encouraged to reflect and tell staff how they feel. Staff do the same	

and consider the circumstances with young people. The learning from this practice is especially impactful because it improves young people's experiences in the home.

Potential areas of risk are clearly recorded and effective strategies to prevent risk are clearly set out for staff to follow. Due to their particular vulnerabilities, all young people have an allocated member of staff each day to provide care and support. No young person has gone missing from the home. However, staff are clear about what they need to do if they did.

Staff take great care to introduce visitors sensitively to the home. Young people are well prepared and can rely on staff who will support them with their anxieties around new people. This approach enables young people to build a relationship with the independent visitor to whom they talk about their care. Regular visits from social workers and young people's access to an advocate increases independent scrutiny of the home.

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
The registered manager has a wealth of experience in providing a high standard of care to young people who have suffered significant abuse. She is suitably qualified for her role and, in addition, is qualified as a therapist including post-traumatic stress disorder (PTSD). The registered manager cares directly for young people. These skills bring a unique dynamic to the home as young people's access to therapy is continuous. The registered manager receives effective support and clinical supervision from relevantly trained and experienced professionals. The senior management team is passionate about the ethos of openness and reflection. Staff have the right skills and are confident to explore the impact their care has on young people. Young people are included in this process and tell staff what helps them and what they would like them to change. An example of this is the change in approach staff took when planning a young person's visit to his family. The young person has written to staff to say he feels much better about the new arrangements. The arrangements in place to monitor the quality of care by the registered manager are excellent. Staff value critique because they want to improve the lives of young people. The registered manager has well established systems in place to review the care and ensure young people are safe. The deputy manager takes responsibility to monitor the care provided to young people by the registered manager.	

A training package that covers mandatory subjects is available to and taken up by all staff in the home. Training in specialist areas is sourced to meet a particular need young people may have. The registered manager delivers training about young people's emotional needs such as attachment and PTSD. Annual appraisals give focus to the development needs of staff. One member of staff has a plan to train as a trainer in behaviour management strategies. All staff have effective monthly supervision; this impacts positively on practice. Staff feel supported in their role and think the home is well managed. A member of staff said, 'Lyn manages the home fantastically; she is always here and has good knowledge about what is going on'.

A strength of the home's development plan is that it focuses directly on young people. Key improvement areas are emphasised such as developing independence, integrating young people socially, having regular, stable education and improving contact with their families. The registered manager prioritises the needs of young people over the business demands. Three young people call this place home and, despite a fourth bedroom being available, the registered manager, taking into account the needs of the resident young people, does not see this as a priority to fill.

The registered manager keeps up to date with current legislation and research to inform the development of her home. Therapeutic research underpins care and directs the approach staff use to nurture young people. Staff appreciate the registered manager's skills in therapeutic work and deliver care to the high standard as described in the statement of purpose.

Young people are helped to challenge other services that fail to provide them with the support they deserve. With the support of the registered manager and an advocate, one young person secured an apology from a service. This has changed the way in which her care and education are planned which has improved her current progress and educational outcomes.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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